

City of Claremont, New Hampshire

Position Description

Position Title: Clerk Administrator

Reports to: Public Works Superintendent and/or
Office Manager

Department: Public Works

FLSA Status: Non-Exempt

Union/Merit: AFSCME – Clerical Union

Grade Level-Points: Level II

Revised/Updated: 04/10/05

Job Summary

The incumbent performs responsible clerical, administrative and record keeping duties within the Claremont Public Works Department, requiring extensive knowledge of office practices, Microsoft office programs, computer data management, typing and organizational skills.

Inasmuch as work is performed for a key municipal administrator, the need for confidentiality on some matters and the need for correct and accurate information on all matters of the office have far-reaching effects. Misinformation could be damaging to the City.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Screens both visitors and phone calls to minimize the impact on Superintendents and the Director whenever possible. Assists division Superintendents by arranging meetings, contacting concerned parties and assuring materials are readied for meetings.
2. Makes appointments with general public regarding Public Works operations by telephone call or letter. Does follow up appointments, rescheduling as necessary. Prepares work orders relating to appointments or requested repairs. Phone surveying when needed.
3. Prepares various Department reports using the Rockwell Meter Management System, “Cartegraph” Public Works asset management system and various Excel Spreadsheets.
4. Produces a variety of correspondence, reports and statistical data from rough copy or dictation.
5. Composes routine correspondence from brief instructions or own knowledge of Public Works’ operations. Makes certain that final copy contains correct spelling, grammar, style, etc.
6. Prepares payroll time sheets and maintains attendance records. Prepares all Department purchase orders using the City-wide accounting management system. Prepares work orders when necessary using both “Cartegraph” and “Munismart” programs.
7. Maintains a system of records and files for the Public Works office, updating records as necessary, paying particular attention to those calling for confidentiality.

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8. Prepares leave requests and answers employee questions using knowledge of union contracts.
9. Receives applications, collects fees and prepares various department permits.
10. Performs other related duties as required.

Peripheral Duties

Analyze and recommend improvements to equipment and facilities, as needed.

Desired Minimum Qualifications

Education and Experience:

The candidate for this position shall have a high school diploma and preferably successful completion of a two-year curriculum in a business school with courses in office management, computer science/programming, record keeping, etc. Additionally, not less than three years experience in office work requiring extensive computer use, report writing, customer relations, typing, accounts receivable/payable, payroll, inventory management; *OR* any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Administrative policies and procedures related to the administration of the Department.
- Budgetary principles and practices.
- Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.
- Word processors or computers.
- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques.
- Extensive knowledge of office management principles and practices and proficient in all Microsoft programs
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

- Organize and prioritize a wide variety of assignments using independent judgment under minimal or no supervision.

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- Express ideas clearly and effectively, both orally and in writing, and ability to communicate information relating to the Public Works Department rules and regulations to ensure that proper procedural steps are followed or solely to provide correct information to others.
- Handle situations in which others may be angry or argumentative.
- Establish and maintain effective working relationships with others.
- Write reports, correspondence, and procedure manuals.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Make accurate arithmetic calculations.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Typing complex documents containing numeric information or technical terminology.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment.
- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- The use of the tools and equipment listed below.

Supervision Received

The incumbent works under the general supervision of a Division Superintendent and manages the general office operations with a high degree of independence. Work will be reviewed after preparation for adequacy, appropriateness and conformance with established departmental policies.

Supervision Exercised

None

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Responsibility for Public Contact

Daily contact requiring courtesy, discretion, and sound judgment. Most daily contacts will be with Department superintendents, Department general foreman, other City government personnel, and members of the general public. Excellent customer service skills are necessary as there is the possibility that a complaining citizen's call can require a great deal of tact and diplomacy.

Licensing & Certification

Certified Microsoft Office Specialist within 12 months of hire.
Must maintain a valid motor vehicle operator's license.
Must maintain any required approvals and designations as required.

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, tape transcriber, telephone, typewriter, calculator, copy machine, and fax machine etc

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, tape transcriber, typewriter, copy machine, fax machine, postage machine, folder/insertter etc.

Typical Work Environment: Inside: 99% Outside: 1%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like. This environment is normally pleasant with minimal physical demands, but there can be emotional demands especially with a citizen who believes a department policy or bill is incorrect or those who believe that they have not received the services they should. The traffic of persons passing in and out of the office is demanding on occasion, particularly when there is a need to prepare reports requiring a great deal of concentration.

The incumbent's working conditions are typically quiet.

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Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required
<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

- Talking: Necessary for communicating with others.
- Hearing: Necessary for taking instructions and information.
- Sight: Necessary for performing job effectively and correctly.
- Tasting & Smelling: Not required for the performance of the functions of this position.

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